

TennCare Program Coordinator
Working Title: Resolution Specialist

The Eligibility Organization is a subdivision of Member Services within the Bureau of TennCare. Following the implementation of the Affordable Care Act, this organization shares responsibility with the Federally Facilitated Marketplace (FFM) for determining eligibility for TennCare/Medicaid and the Children's Health Insurance Program (CHIP) in Tennessee. The organization is broken down into other functional groups:

- Policy/Training Group
- Eligibility Operations Group
- Appeals Operations Group
- Service Center Quality/Compliance

All groups exist to ensure proper and strict application and adherence to state and federal rules and regulations governing Medicaid/CHIP. In addition, the Appeals group is established to provide fair hearing to individuals experiencing adverse eligibility related actions.

At this time, the Bureau of TennCare is seeking seven (7) Resolution Specialists for the Eligibility Appeals organization within the Division of Member Services. Resolution Specialists will resolve all possible appeals prior to a hearing. If the appeal goes to an administrative hearing, the Resolution Specialists will generate notice of hearings, create evidence packets and testify on behalf of TennCare in eligibility hearings. These positions will work closely with the Appeals Litigation Attorneys in preparation of administrative hearings.

Qualifications:

- Bachelor's Degree
- Ability to foster and maintain cohesive working relationships
- Ability to adapt to changing priorities and deadlines
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required

Job Location:

Nashville, Tennessee

How to Apply: Qualified candidates should send their resumes along with a cover letter to The.RC@tn.gov by January 17th, 2015. Please reference the working title in the subject line.

****PLEASE NOTE:** Although these appointments are designated not to exceed one (1) year, individuals hired that remain in good standing throughout their initial employment period will be considered for employment extensions.

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